



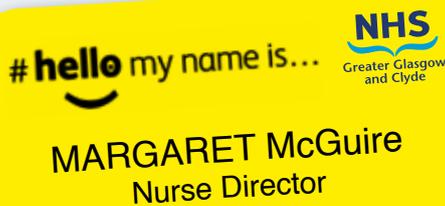
Staff Newsletter **September 2019**



Cousins celebrate 100 years of service

Full story on **PAGES 4&5**

Hello my name is...



Nurse director
Dr Margaret McGuire



Nurse director Dr Margaret McGuire wants to see more staff embrace the 'Hello my name is...' ethos and wear the branded bright yellow name badges with their first name and surname easily visible. Here she tells us why.

"Introductions are all about making human connections. Introducing yourself is a common courtesy and all patients, carers and visitors should know who they are speaking to and what their role is.

I firmly believe the badges are the first rung on the ladder to providing truly person-centred, compassionate care and improving communications with patients.

As a Board we signed up to it while the

campaign was still in its infancy and now 'Hello my name is...' has been adopted by more than 100 hospitals in the UK and it is being used by healthcare staff around the world.

These name badges are for everyone and are a wonderful way to begin caring relationships and can instantly play a role in building trust and respect, often in difficult circumstances.

The whole idea is focused on reminding staff to introduce themselves to patients properly. A warm and confident introduction is the first step to providing compassionate care and can be a big step in helping patients feel at ease and relaxed while they're with us.

We have brilliant staff who are doing more than ever to provide safe and person-centred care and this is about harnessing their energy.

As well as the yellow badges staff are required to wear the official ID badge for security purposes.

Being a patient can be a disorientating and distressing experience. Let's make sure we start with an introduction and follow through with the kind of care that we would like our loved ones to receive."

Patient Administration and Transformation Programme

The Patient Administration and Transformation Programme (PAT) was established to take forward work to transform patient administration services within the acute division.

The programme is driven by the desire to develop patient and clinician-focused administration services which operate as effectively and efficiently as possible, ensuring consistency of practice, making best use of modern technologies and recognising the valuable contribution our administration staff make to a positive patient experience.

Through the establishment of a structured career pathway and access to improved training, our aim was to develop patient administration as a recognised profession for NHS Greater Glasgow and Clyde administration staff. eHealth colleagues have been working closely with key stakeholders and staff partners to establish a revised model which will deliver on these key aims.

As an initial step, a single management structure has been implemented for ward clerks, aligned under the eHealth department. As part of our commitment to staff development, this saw the creation of ward clerk supervisor roles offering promotional opportunities to staff to support the transition to a new structure and new ways of working. This has allowed us to capitalise on the wealth of experience in existence among our ward clerks while improving opportunities for staff.

Ward clerk transition to health records

This phase has proved very successful with the appointment of eight ward clerk supervisors who are providing invaluable support during the transition. Linda McAllister, PAT programme manager, said: "The transition of ward clerks went very well. The ward clerk supervisors went through an intense training programme which was supported by Learning and Education to develop them for their new roles, and this is

being followed up via monthly sessions to review progress and any further training requirements."

The new supervisors have welcomed the support and development provided to them in taking up their new roles with very positive feedback.

In addition to support for the new ward clerk supervisors, the ward clerks themselves had the opportunity to attend a bespoke course with Glasgow Clyde College called 'Patient Administration - Supporting a Positive Patient Experience' aimed at enhancing interactions with patients.

The Patient Administration and Transformation Programme group is continuing to work with service managers, staff partners and Human Resources to develop a professional governance structure for all other patient administration roles within acute services, building further on our commitment to enhance service delivery and career opportunities for administration staff.

Bottled water coolers potential hazard



Guidance is being issued nationally that bottled water coolers should not be used in NHS Scotland healthcare premises. This is due to the fact that bacteria in the nozzle are a potential infection risk to vulnerable patients and the use of such coolers is uncontrolled across NHS GGC.

While we considered only removing bottled water coolers from patient areas, a decision was taken to remove all bottled water coolers as there was still a potential risk that patients could

be given the water if they are on our premises. Therefore, NHS GGC has started the process of removing all bottled water coolers across our sites.

All staff should have access to an alternative source of drinking water in staff kitchens, however, if you don't have access to any drinking water, you should report this to your local facilities team. This guidance is being issued to all health boards in Scotland, who have either removed or are in the process of removing all bottled water coolers.

Australian insights tailoring our staff flu vaccine drive

Each year, the northern hemisphere looks to Australia to get a sense of how our coming flu season might develop.

This year there has been a change in the flu season in the southern hemisphere. Historically flu-like illnesses in Australia tended to increase during the months of July to September with a peak in August.

But this year the initial data suggests that the flu-like illnesses and confirmed flu cases seem to have started and peaked much earlier than in previous years.

The majority (82 per cent) of confirmed influenza cases reported in Australia were influenza A [by 28 July 2019]. The majority of the Flu A that was typed was of the H3N2 type, a type known to cause more severe illness among the older age group, leading to increasing pressures in the secondary care system.

Dr Syed Ahmed, clinical director/consultant in public health medicine, said: "It would be prudent for Scotland to be prepared for a worst case scenario, including maximising protection among the eligible groups against influenza through vaccination, including healthcare workers."

Healthcare workers can act as a source of infection to vulnerable patients and other close contacts even before respiratory symptoms begin.

So the best way for staff to protect themselves, patients, family and friends from the effects of flu is to be vaccinated and NHS GGC preparations for the upcoming staff flu vaccination programme are fully in place.

Our staff flu vaccination mass clinics begin on **Tuesday 1 October** and you can find a list of where and when they will be held on the staff flu website at: www.nhs.gov.uk/staffflu



**You'll survive the flu...
She may not**

NHS
Greater Glasgow
and Clyde

This winter...
tell flu to
buzz off

**We care for you!
We don't want you to get flu**

And there are lots of people you care about too...

Elderly people and patients who are immunosuppressed due to their treatment or condition are all 'at risk' from a flu infection becoming more serious.

Bee their flu hero this winter and do everything you can to keep them safe. We can all work together to reduce flu risks for everyone visit: www.nhs.gov.uk/staffflu

Try the flu bee game at flubee.com

Bee their flu hero. Don't infect. Protect

One of the easiest ways for staff to be vaccinated is through peer immunisation in your workplace. Information on peer vaccination is available at: www.nhs.gov.uk/staffflu

The Skye's the limit for Gartloch girl who battled bone cancer

Being 13 years old can be tough for any young girl, but Skye Duncan from Gartloch took it all in her stride, while learning to adapt to life without her right arm.

A year ago Skye was given the devastating news she had osteosarcoma.

Skye was admitted to the Royal Hospital for Children under the care of orthopaedic surgeon Mr Rod Duncan as well as cancer specialists in Ward 6a.

Her mum Ann explains: "Mr Duncan carried out the biopsy on the Tuesday and told us he didn't need to wait for the results to know it was cancer. He said when he tried to put the needle into the bone it was soft as a sponge."

Despite intensive chemotherapy, Skye's condition started to deteriorate rapidly during September and the decision came that her right arm had to be amputated followed by ten months of chemotherapy.

Looking back on her time in Ward 6a, Skye and her family have many fond memories, despite what they were going through. Skye said: "It might sound daft but I miss the nurses. They were amazing. You would think because of the job they do they might be sad all the time but it's the opposite. They kept us all going and were so funny. The staff make it 100 per cent better when they sit with you and make jokes. Nothing

was too much trouble for them. They let my pals come up to visit me every week and we even ordered in pizza. I also had a pyjama party on my birthday. These things make you feel normal for a wee while."

Ann agreed: "We need to thank Mr Duncan too; he's been unbelievable. The whole year while she was going through her chemo, he kept popping up to see her in 6a. He's a busy man and he didn't need to but he did. We joked about us having the same second name. Honestly, if Skye was his daughter he couldn't have done more for her."

While in hospital Skye entered a poster competition run by Glasgow Children's Hospital Charity to encourage young patients to drink and eat ice lollies before surgery in order to stay hydrated.

Skye said: "I only entered it because I was a bit bored one day and it was something to do. I had no idea I was going to win it. I was really pleased as it was the first drawing I had really done since learning to use my left arm."

Mr Duncan said: "Like many children, Skye has been incredible in the face of a life-changing diagnosis and the support that Skye has received from her family has been amazing. They are an inspiration to those of us who have been looking after her."



Skye won a poster campaign that she entered while in hospital



Maggie and Ellen are presented with their long service badges by John Stuart, chief nurse – north sector and Isobel Neil, north sector director

100 of YEARS of extraordin

Cousins Maggie Welsh and Ellen Quinn were born and raised in the shadow of Glasgow Royal Infirmary and this year they both celebrated giving 50 years' service to the hospital that has been in their lives for so long.

Maggie is 69 years old and Ellen 76 years old and they are both still doing two night shifts a week at the hospital because they enjoy the job so much.

Maggie, who now lives in Lesmahagow, said: "I love my job on ward 19. I have met some fabulous people over the years. I actually applied after Ellen had been working here for a couple of weeks and she told me was loving the job.

"I was 18 years old and 50 years ago the



service between two ary Glasgow cousins

job was more for married women so it was unusual for a single woman to apply or be offered a job. Now I'm the oldest on the ward."

"The job is not as difficult now," said Ellen, who worked in offices before coming to Glasgow Royal Infirmary as an auxiliary nurse in April 1969.

"It used to be a lot harder when we started as most patients were on bed rest and you had all the bed pans!"

Ellen has not moved far from the hospital and only lives up the road in Balornock.

Maggie added: "Back when we started we were auxiliaries but now we are healthcare assistants. I prefer the title 'auxiliary nurse', but times change.

"The changes in uniform over the years

have been funny. My favourite was the grey dress but then we started seeing programmes from the US and wanted the tunics and that is what we have now."

Both agree that the thing they miss most from the early days of their careers was the smell of Lysol disinfectant on the wards.

Have you applied for your badges yet?

All years working within the NHS count, whether you have worked for NHSGGC or any other Board or trust anywhere within the UK, as long as you are currently on the NHSGGC payroll. To receive your badge, complete the online form at: www.nhsggc.org.uk/longservice



NHS Heroes

All about
you – written by
patients for you

Beatson West of Scotland Cancer Centre

"My husband was an inpatient at B1 at the Beatson. The staff were amazing – from medical staff, trained nursing staff to nursing assistants, domestic and catering staff – all were polite, kind, helpful and professional. Please pass on this praise, especially to the domestic, portering and catering staff who can be forgotten. Without all the staff pulling together, his stay, although not relished, was the best it could have been. Thank you each and every one of you."

Glasgow Royal Infirmary – A&E

"I brought my elderly mother to A&E Thursday night into Friday. I wish to thank the staff in the Assessment Unit for being so caring and understanding with my mum. She was very frightened but the staff (from doctors to nurses) made her feel at ease. My family and I were so impressed. Thank you."

Stobhill Elderly Mental Health Unit

"My husband was in Jura Ward for six months and the care and dedication of the nursing staff was fantastic, not only for my husband but the care and support given to myself and the family was excellent. All the staff helped us through a most difficult time and we cannot thank them enough for this."

We're working to reduce gas emissions in hospitals



Choice of anaesthetic gas is a significant contributor to emissions, particularly in hospitals using desflurane, instead of cheaper, low-carbon alternatives.

It has been estimated that five per cent of carbon dioxide equivalent (CO₂e) emissions from acute hospitals are due to the use of inhalational agents. This is equivalent to around half the CO₂e used to heat all hospital buildings and water.

A study, published in *The Lancet Planetary Health* journal, highlights the potential for reducing emissions in health

care settings and, at the same time, potentially reducing costs. Emissions due to anaesthetic gases accounted for approximately 2,000 tonnes of CO₂e at two North American sites – ten-fold higher than the anaesthetic gas emissions from the UK hospital. The authors say this is largely the result of a higher usage of desflurane in the two American hospitals.

Desflurane has a high global warming potential [GWP], approximately five to 18 times higher than other anaesthetic gases, such as isoflurane and sevoflurane.

Ruth Forrest, lead clinical pharmacist – theatres, anaesthetics and critical care, said: "Sustainability remains high on the agenda for NHSGCG and through ongoing medicines management projects, we have undergone a switch from desflurane to sevoflurane, where possible, avoiding nitrous oxide and promoting the use of TIVA and regional anaesthesia.

"As a result of this switch in anaesthetic practice, it is expected that CO₂ emissions will fall five per cent across the Board with a forecast cost saving of £109,000."

There exists a need for a better understanding of climate change and mitigation in the health sector. Carbon footprinting studies are just a first step. Options need to be evaluated in terms of their cost-effectiveness and many could be win-win in terms of energy savings. Shared learning across institutions and across international borders is needed.

This is just one of the areas in which NHSGCG is driving forward a focus on sustainability where we can make the most significant positive contributions to reduce the organisation's carbon footprint. Sustainability initiatives often come with a cost saving which also fits in with our Financial Improvement Programme.

To ensure every NHS pound is spent to maximum efficiency we need to share ideas and want you to tell us what you think would be a more efficient way of working.

If you have an idea, tell us by filling out the Small Change Matters form online. Visit www.nhsggc.org.uk/smallchangematters

Small Change Matters Survey

Thank you to all who completed the Small Change Matters staff survey.

We had an excellent response, with more than 2000 completed surveys and there was lots of very useful feedback.

We are currently going through all the individual responses that you sent in and the Financial Improvement Programme PMO team will be writing a full article on the survey for the next edition of *Staff Newsletter* outlining any changes to Small Change

Matters as a result of your feedback.

In the meantime, well done Lesleyann Ballantyne, Business Support Supervisor, Homeless and Asylum Health Services, Glasgow City Health and Social Care Partnership, who won the £50 prize draw for completing the questionnaire.

Please keep sending ideas to Small Change Matters using the online form. Visit www.nhsggc.org.uk/smallchangematters



Ensuring GP OOH services are used by those who need it

You may be aware that there has been an ongoing approach to review and improve GP Out of Hours (OOH) services in NHSGGC over the last 18 months.

As part of the work to support the public to choose from the available options for health care, a communications campaign has been developed that is targeted at the next phase of our planned changes – namely to ensure that access to GP OOH is through NHS 24.

There will be posters and leaflets available, as shown. These will be appearing GP surgeries, dentists, optometrists and community pharmacies and we will also be displaying them in hospital out-patient departments and emergency departments.

Anne Harkness, director acute services – south sector, said: “You should start to see the posters soon and I would ask that all staff encourage their patients to access the GP OOH service only where they cannot wait to see a GP on the next available working day”.

This campaign will also run on the NHSGGC and Health and Social Care Partnerships social media pages.



Your GP Out of Hours Service is **NOT** for routine appointments.

If you get ill when your GP surgery is closed, and you feel you can't wait till it opens again, call **NHS 24** on **111**.



Let us get you the care you need.
Call 111 before you attend.

NHS Greater Glasgow and Clyde, getting you to the
Right care **Right place** **Right time**



For further information on who to turn to: www.nhsggc.org.uk/kwttt

Delivering benefits to communities through £700 million annual spend

As a Board, we're set to increase the positive impact we make across our area by helping local companies compete for our business and through buying goods and services as sustainably as possible.

Each year, we spend more than £700 million with suppliers and a clear Corporate Social Responsibility (CSR) plan has been developed to ensure people across the Board area, and wider, benefit from our annual investment.

We're assisting small and medium sized businesses and third sector organisations to bid for contracts with us and a dedicated group has been set with a focus on sustainability being a significant factor in contracts.

Tom Steele, director of estates and facilities, said: “As Scotland's largest health board we are determined to use our high-profile as a buyer of goods and services to make a positive impact on our society while reducing our impact on the environment.

“The food we buy for patient meals and the food we allow to be sold by retailers in our hospitals also have to meet stringent standards.”

“We have developed a number of ways where we encourage and assist local businesses and third sector organisations to bid for contracts with us. We're improving awareness of these opportunities through advertising, streamlining the bidding process and taking part in high-profile 'Meet the Buyer' events.

“When we're agreeing contracts we positively consider a number of factors and assess how each tender ensures goods are bought ethically.

“The food we buy for patient meals and the food we allow to be sold by retailers in our hospitals also have to meet stringent standards.

“This ensures we are playing a role in improving the health of our patients and people coming into hospitals and spreading education around nutrition.

“As a Board we are very progressive and we are working to ensure that we use our size to benefit as many people as possible.”

UNICEF GOLD sustainability award achieved

Health Visiting and Family Nurse Partnership teams, who provide advice and support on infant feeding, have been recognised by UNICEF's Baby Friendly Initiative for the range of support and advice they offer parents to develop the skills they need to look after their infant.

Staff across the three localities in Glasgow City HSCP promote a positive culture, offer support, guidance and developmental assessments for children from birth to five years have been awarded the UNICEF GOLD Accreditation for their outstanding work within the city.

They support children and families using the Getting It Right for Every Child (GIRFEC) Framework which is underpinned by the United Nations Convention on the Rights of the Child using early and effective interventions and support with the aim being the best possible outcomes for Glasgow's children.

Lucy Gilleece, Infant Feeding Advisor, NW Glasgow and East Dunbartonshire, said: "This work has been delivered in partnership with health improvement staff



Staff promote a positive culture for young children

across the three localities who work to promote and support a positive culture for breastfeeding within in our communities by delivering our Breastfeeding Friendly Nursery and Breastfeeding Welcome

Awards, as well as Maternal and Infant Nutrition work.

"All the staff involved are delighted to have their work acknowledged by UNICEF in this way."







Enter our survey to win a family holiday voucher

As we continue to strive to be a great place to work and recognise the importance of all our staff's health and wellbeing, it's important that we hear from you directly. We want to know what you think of the information and the wide range of support and advice available to help your health and wellbeing and how we can improve.

It would be really helpful if you can complete the Staff Health Strategy survey out now. Visit www.smartsurvey.co.uk/s/

NHSGGCStaffHealthStrategy
The survey deadline is 15 September 2019.

Your feedback is important to us and will help shape the actions/advice and support we develop for you. We have teamed up with NHS Staff Benefits to give you the chance to win a £250 Forest Holidays voucher to be used on breaks at either of their Scottish locations, Strathyre or Ardgartan Argyll. To enter, simply complete the prize draw application at the end of this survey.

Terms & Conditions: The gift voucher should to be put towards a break booked at either Strathyre or Ardgartan Argyll by 30 November 2019 and taken by 30 September 2020, subject to availability. The prize is non-transferable and cannot be used in conjunction with any other offers, promotions, or discounts. The winner is responsible for transport to and from their chosen location. No part of the prize is exchangeable for cash or any other prize.

The best way to access legal advice

The Central Legal Office (CLO) are there to provide expert legal advice to staff across NHSGGC on a range of subjects, however, for any single phone call made it can cost the organisation hundreds of pounds.

Many of the queries staff are seeking advice about are questions that are asked time and again. So we are streamlining the way we use the CLO in order to save money, to ensure that expert advice is available when it is really needed.

Going forward staff will need to fill in a new form, available from StaffNet > Corporate Services > Board Admin, to determine the most effective way to seek the assistance and guidance needed from the CLO or if there is an alternative way to source the information.

The form will have clear questions regarding your query and will be signed off by a senior colleague if it's appropriate for you to use the CLO services.

We want to build on in-house expertise and create a 'bank' of regular questions asked. This will become a first point for staff seeking guidance. This will be a much quicker way to get the information you want and is more cost-effective.

Elaine Vanhegan, head of corporate governance and board administration, said: "We have a tremendous amount of knowledge and expertise internally between colleagues so where past queries reoccur rather than waste time and money logging a fresh query with the CLO we want staff to share this knowledge.

"As time goes on we will keep adding questions and answers to create a bank of guidance for staff to refer to."